

The Family Practice St John's Health Centre

Comments, complaints and suggestions

Our aim is to provide the highest level of care for all our patients. We will always be willing to hear if there is any way that you think that we can improve the service we provide.

Making a complaint

If you have any complaints or concerns about the service that you have received from the doctors or staff working for this practice, please let us know.

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know **as soon as possible** – ideally within a matter of days or at most a few weeks – because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint:

- Within 6 months of the incident that caused the problem; or
- Within 6 months of discovering that you have a problem, provided that is within 12 months of the incident.

The Practice Manager will be pleased to deal with any complaint. She will explain the procedure to you and make sure that your concerns are dealt with promptly. You can make your complaint:

In person – ask to speak to The Practice Manager

In writing – some complaints may be easier to explain in writing - please give as much information as you can, then send your complaint to the practice for the attention of the Practice Manager as soon as possible

What we shall do

Our complaints procedure is designed to make sure that we settle any complaints as quickly as possible.

We shall acknowledge your complaint within 2 working days and aim to have looked into your complaint within 10 working days of the date when you raised it with us. We shall then be in a position to offer you an explanation, or a meeting with the people involved.

When we look into your complaint, we shall aim to:

- find out what happened and what went wrong
- make it possible for you to discuss the problem with those concerned, if you would like this
- make sure you receive an apology, where appropriate
- identify what we can do to make sure the problem doesn't happen again.

At the end of the investigation your complaint will be discussed with you in detail, either person or in writing.

Complaining on behalf of someone else

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have his or her permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

What you can do next

We hope that, if you have a problem, you will use our practice complaints procedure. We believe that this will give us the best chance of putting right whatever has gone wrong and the opportunity to improve our practice.

However this does not affect your right to approach the local Commissioning Group if you feel you cannot raise your complaint with us **or** you are dissatisfied with the way we are dealing with your complaint. Complaints about your GP Practice should be directed to NHS England, Surrey & Sussex Team via [email: england.contactus@nhs.net](mailto:england.contactus@nhs.net) or by telephone on 0300 311 2233.

If your complaint is about services such as hospital care, out of hours services, community services such as district nursing etc contact North West Surrey CCG via email: contactus2@nwsurreyccg.nhs.uk or by telephone 01372 232400

If you remain dissatisfied with the responses to your complaint, you have the right to ask the Parliamentary and Health Service Ombudsman which makes final decisions on unresolved complaints. This is an independent body which is free for everyone to use.

You can contact them by visiting www.ombudsman.org.uk/make-a-complaint, via email: phso.enquiries@ombudsman.org.uk or by telephone on 0345 015 4033

You may also find additional information at <http://www.cqc.org.uk/content/complain-about-service-or-provider>

Help us get it right

We constantly try to improve the service we offer.

Please let us know when you think we have done something well or if you have any suggestions as to how we can do something better

